



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

07/28/14

Date Complaint Received:	06/13/14
Complaint Received By:	<a href="#">Click here to enter text.</a>
Provider Name and Location:	April Cardenas 1319 Sundown Ridge IC IA 52246 Provider Number: 40278

Complaint: Provider constantly yells at the children and demeans them by telling them “they’re horrible and No”. Caller said this goes on every day and even when the provider and children are in the house she can hear her yelling at them.

Rule Basis: 110.5(6)d Discipline No child subject to verbal abuse, threats or derogatory remarks about them or their family

Findings: Unannounced home visit on 07/14/14. Provider states she has a loud voice and she tells the children no if they are doing something that they should not be doing. She completed training and the focus of the training is to give clear short directions, including the word no. She has done this in her practice and continues to do this. She said she has a very loud voice and it carries. She said she is not demeaning to the children ever. I did not observe her to be demeaning to the children. I did observe the provider in discipline and giving directions and she does have a loud voice and is direct with the children.

Provider states she has had problems with her neighbor in the past and believes that is where the issues/ complaints come from. She showed me a letter from her neighbor about the loud noises and they were disturbing the peace of the community with her voice and dogs, asking her to consider the neighbors. She has a video of the neighbor trespassing to give them the letter. They sent a letter back stating they have video of the neighbor trespassing and if they have issues they need to take them up with the Sherriff’s office of the park managers.

Provider had me talk with the office manager of the trailer park. I spoke with the current manager and the one in the park they had been in about 2 years ago. Both have the same rules on noise. Both said they have never had any concerns about this family or coming from their unit. The manager of the current park said they have had three other families run out of this specific unit because the neighbor makes complaints against them. According to the manager people do not like living next to the neighbor so they eventually move.

I also spoke with a person who has assisted April in the past and is a friend of April’s. She said

there were no concerns about April's discipline.

April said she does not use demeaning words to the children. She agreed she said "no" a lot and again said it is because of the training she took. There were a couple of the children present when we were discussing discipline she turned to the children and said what happens if you get in trouble. Two school aged girls immediately said we have to write a letter. The method of discipline she is using now is if they get in trouble they have to write a letter to April about the behavior. She has some of the letters still and she showed them to me. They basically were apologies or statements of doing better signed by the children. The younger children would make a picture and sign it.

While I was in the home at least four different parents picked up their children. April introduced me to the parents, told them what was going on and all of the parents said there was no truth to the complaint. They said April is a wonderful provider. One even asked their child in front of me if April was mean to them or hit them. The child denied this.

Resolution: After observation of the home and interview with the provider there is nothing to substantiate the complaint.

If you have any questions regarding this matter feel free to contact me at 319 892-6826 or email address lwesbro@dhs.state.ia.us.

Sincerely,

Lisa Wesbrook  
Social Worker

Irene Holzwarth  
Social Work Supervisor